

California Department of Corrections and Rehabilitation

Office of Audits and Compliance





Operational Peer Review

Desert View Modified Community Correctional Facility

September 15 through September 19, 2008

TABLE OF CONTENTS

<u>SUBJECT</u>	<u>PAGE</u>
Introduction	I
Review Scope and Methodology	II
Executive Summary	III
Summary Chart (Symbol Definitions)	IV
Summary Chart	V
Comparative Statistical Summary Chart	IX
Narrative Section	
Summary of Facilities Reviewed	1
I. Administration.....	1
II. Personnel	
III. Training	
IV. Classification	
V. Programs.....	
VI. Discipline	
VII. Records	
VIII. Appeals	
 	
X. Safety	
XI. General.....	
XII. Food Services.....	
XIII. Departmental - Facility Intercommunication	
General Observations	
Glossary	

Review of Community Correctional Facilities

Desert View Modified Community Correctional Facility

INTRODUCTION

This program review of Community Correctional Facility (CCF) operations was conducted at Desert View Modified Community Correctional Facility (MCCF) by the Compliance/Peer Review Branch, Office of Audits and Compliance (OAC), during the period September 15-19, 2008. This review team utilized the California Penal Code (PC), California Code of Regulations (CCR), Title 15, California Department of Corrections and Rehabilitation's (CDCR) Department Operations Manual (DOM), CCF Financial Management Handbook (FMH), and the CCF Statement of Work, as the primary sources of operational standards.

This review was conducted by Tony Alleva, Facility Captain; Dave Stark, Correctional Counselor (CC) II; Mike Brown, Correctional Lieutenant; Chuck Lester, Correctional Lieutenant; and Nancy Fitzpatrick, Associate Government Program Analyst, of the OAC.

The review consisted of on-site inspection, interviews with staff and inmates, reviews of procedures and other documentation, and observation of Facility operations.

The purpose of OAC's review is one of overall analysis and evaluation of the Facility's compliance with the terms and conditions of State regulations, departmental policy, and contract agreement.

Each area was reviewed by a minimum of two primary reviewers and cross-verified by other members of the team as possible. Overall findings presented in the attached report represent the consensus of the entire review team.

Review of Community Correctional Facilities

Desert View Modified Community Correctional Facility

REVIEW SCOPE AND METHODOLOGY

The OAC conducted an on-site review at Desert View MCCF during the period of September 15-19, 2008. The purpose of this review was to assess the level of compliance with the terms and conditions of State regulations, departmental policy, and contract agreement. This review and the attached findings represent the formal review of Desert View MCCF's compliance by OAC.

The scope and methodology of this review were based upon written review procedures developed by OAC and provided to Desert View MCCF staff in advance of the review.

Random sampling techniques were employed as an intrinsic part of the review process.

For the purposes of this review, members of the team toured the Facility. Inspections were conducted in housing, food service, medical, and [REDACTED]. Randomly selected inmates were informally interviewed based upon their interest and willingness to talk to the reviewers.

Throughout the tour, on-duty contractor and departmental staff at all levels (medical, counseling, management and administrative, and custody) were interviewed regarding current practices.

Review of Community Correctional Facilities

Desert View Modified Community Correctional Facility

EXECUTIVE SUMMARY

During this formal review of the Facility's compliance with the terms and conditions of State regulations, departmental policy, and contract agreement at Desert View MCCF, the Facility was found to be in compliance with 80 (99 percent) of the 81 ratable areas. One standard was found to be not ratable during this review.

Area of concern was found as follows:

- **Inmate Work Training Incentive Program (IWTIP).** Inmates working outside the security fence area do not have the proper gate passes (blue) which are embossed and signed by the CDCR Facility Captain.

A complete description of this finding area may be found in the narrative section of this report.

Review of Community Correctional Facilities

Desert View Modified Community Correctional Facility

SUMMARY CHART (SYMBOL DEFINITIONS)

The following chart represents individual review findings in relation to CCR, Title 15, DOM, PC, and contract agreement.

Each item is rated as to whether or not the Facility is in compliance. The chart utilizes the following symbols to denote compliance ratings:

SYMBOL	DEFINITION
Compliance (C)	The requirement is being met.
Partial Compliance (P/C)	The Facility is clearly attempting to meet the requirement, but significant discrepancies currently exist.
Noncompliance (N/C)	The Facility is clearly not meeting the requirement.
Not Applicable (N/A)	Responsibility for compliance in this area is not within the authority of this Facility.
Not Ratable (N/R)	No measurable instances.

At the end of the chart is a Comparative Statistical Summary Chart of Review Findings. This summary presents a mathematical breakdown of compliance by total items and percentages (%).

Review of Community Correctional Facilities

Desert View Modified Community Correctional Facility

SUMMARY CHART

REVIEW STANDARD	REVIEW FINDING 5/06	REVIEW FINDING 9/08	PAGE NO.
I. ADMINISTRATION			
A) Operations Manual	C	C	
B) Restricted Operational Procedures	C	C	
C) Program Cost Reports	C	C	
II. PERSONNEL			
A) Master Staffing Plan	C	C	
B) Position Changes	C	N/R	
C) Job Descriptions and Duty Statements	C	C	
D) Post Orders	C	C	
1. Staff Sign Acknowledgment Sheet	P/C	C	
E) Background Investigations	C	C	
F) Personnel Policies	C	C	
III. TRAINING			
A) Training Policy	C	C	
B) Training Records	C	C	
C) Training Reviews	C	C	
IV. CLASSIFICATION			
A) Operational Plan	C	C	
B) Composition	C	C	
C) Initial Classification	C	C	
D) Documentation	C	C	

REVIEW STANDARD	REVIEW FINDING 5/06	REVIEW FINDING 9/08	PAGE NO.
V. PROGRAMS			
A) IWTIP	P/C	P/C	
B) Pre-Release	C	C	
C) Educational Programs	C	C	
1. Adult Basic Education	C	C	
2. Educational Programs	C	C	
D) Religious Programs	C	C	
E) Library Services	C	C	
F) Visiting	C	C	
G) Canteen	C	C	
H) Recreation Programs	C	C	
I) Medical Services	C	C	
1. Health Records	C	C	
VI. DISCIPLINE			
A) Policy	C	C	
B) Disciplinary Actions	C	C	
C) Documentation	C	C	
D) Classification of Rule Violations	C	C	
E) Authority	C	C	
F) Record of Disciplinary Matters	C	C	
VII. RECORDS			
A) Inmate Files	C	C	
B) File Security	C	C	
C) Release of Information	C	C	
D) Daily Movement Sheet	C	C	

VIII. APPEALS			
A) Forms	C	C	
B) Informal Level	C	C	
C) First Level	C	C	
D) Second Level	C	C	
E) Record of Appeals	C	C	
F) CCR, Title 15	C	C	
G) Training	C	C	

VII

REVIEW STANDARD	REVIEW FINDING 5/06	REVIEW FINDING 9/08	PAGE NO.
XI. GENERAL			
A) New Arrivals	C	C	
B) Hygiene	C	C	
C) Inmate Telephones	C	C	
D) Inmate Mail	C	C	
E) Inmate Access to Computers	C	C	
F) Security Areas	C	C	
G) Housekeeping and Maintenance	C	C	
XII. FOOD SERVICES			
A) Meals	C	C	
B) Special Diets	C	C	
C) Meal Samples	C	C	
D) Inmate Workers	C	C	
E) Health Codes	C	C	
F) Dry Storage	C	C	
G) Refrigeration	C	C	
H) Vector Control	C	C	
XIII. DEPARTMENTAL - FACILITY INTERCOMMUNICATION			
A) Hub Institutions	C	C	
B) Mutual Aid	C	C	

Review of Community Correctional Facilities

Desert View Modified Community Correctional Facility

COMPARATIVE STATISTICAL SUMMARY CHART

MAY 2006—SEPTEMBER 2008 REVIEW FINDINGS

RATING	TOTAL 5/06	RATING % 5/06	TOTAL 9/08	RATING % 9/08
COMPLIANCE	80	98%	80	99%
PARTIAL COMPLIANCE	2	2%	1	1%
NONCOMPLIANCE	0		0	
NOT RATABLE	0		1	
TOTAL	82	100%	82	100%

Review of Community Correctional Facilities

Desert View Modified Community Correctional Facility

SUMMARY OF FACILITIES REVIEWED

The Desert View MCCF is a 640 bed private facility located in the City of Adelanto, San Bernardino County, California. The Facility is managed by GEO Group, Inc. At the time of this review, the population of the Desert View MCCF was 602 inmates under the jurisdiction of CDCR.

I. ADMINISTRATION

- A) Operations Manual.** The contractor maintains a current operations manual summarizing approved methods of implementing CDCR policies, which provides details for daily operation of the program. The manual has been submitted and approved by CDCR on an annual basis.
(Authority cited: CCR, Section 3380; Statement of Work, Contractor Authority and Responsibilities-Public, page 2B; and Private, pages 3A and 3B.)

FINDING

COMPLIANCE

The Audits Branch examined Desert View MCCF's current policy and procedure manual and interviewed staff.

The review revealed that the Facility maintains a Policies and Procedures Manual that outlines the operations of the Facility. The Desert View MCCF's policies are current and have been approved by CDCR.

- B) Restricted Operational Procedures.** The contractor, when establishing written policy and procedure in accordance with DOM, Section 5000, will maintain such policies and procedures as "Confidential" and "Restricted." Confidential and restricted information will not be made available to inmates.

Such procedures shall include but are not limited to:

Emergency Operations;
Key/Locking Devices;
Job Action Contingency Plan;
Escape Pursuit Plan;
Prisoner Transportation; and
Gang Management.

(Authority cited: DOM, Section 55000; Statement of Work, Contractor Authority and Responsibilities-Public, page 2B; and Private, pages 3B, 11, and 12.)

FINDING

COMPLIANCE

The Audits Branch examined Desert View MCCF's current policy and procedure manual and interviewed staff.

The review revealed that the Facility maintains confidential and restricted procedures, which include Emergency Operations (3.B.01), Key/Locking Devices (3.A.09), Job Action Contingency Plan (3.B.02), Escape Pursuit Plan (3.B.06), Prisoner Transportation (3.A.06), and Gang Management (3.A.21). These procedures are kept under lock and key by management personnel and are unavailable to the inmate population.

- C) Program Cost Reports.** The contractor has submitted the required quarterly and annual program cost reports to the Community Correctional Facility Administration (CCFA).
(Authority cited: FMH, Financial Management of Funds, Public, page 8 III-A; and Private, page 12D.)

FINDING

COMPLIANCE

The Audits Branch examined the last four quarters of Desert View MCCF's quarterly program cost reports and the annual program cost report and interviewed staff.

The review revealed that Desert View MCCF submitted to CCFA the required 2007/08 quarterly reports with the 2007 annual report being submitted on August 15, 2008, by the Controller, GEO Group, Inc.

II. PERSONNEL

- A) **Master Staffing Plan.** The contractor maintains a master staffing plan that includes administrative as well as posted positions and reflects corresponding position numbers.
(Authority cited: FMH, Accounting System/Financial Records, Allowable Costs, Personnel Costs-Public, page 3D; and Private, page 8D.)

FINDING

COMPLIANCE

The Audits Branch examined Desert View MCCF's master staffing plan and interviewed staff.

The review revealed that a master staffing plan, which includes administrative as well as posted positions and reflects corresponding position numbers, is maintained by the Desert View MCCF.

- B) Position Changes.** Any changes to classification, function responsibility or post assignment are accompanied by an approved “Change of Established Positions” form and an approved “Post Assignment Schedule Summary” and “Post Assignment Detail” when it affects posted positions. (Authority cited: FMH, Accounting System/Financial Records, Allowable Costs, Personnel Costs-Public, page 3D; and Private, page 8D.)

FINDING

NOT RATABLE

The Desert View MCCF has not requested any changes to previously approved established positions.

- C) Job Descriptions and Duty Statements.** The contractor maintains current job descriptions and duty statements for staff paid through the CDCR contract. (Authority cited: FMH, Accounting System/Financial Records, Allowable Costs, Personnel Costs-Public, page 3D; and Private, page 8D.)

FINDING

COMPLIANCE

The Audits Branch examined Desert View MCCF’s current job descriptions and duty statements and interviewed staff.

The review revealed that current job descriptions for all staff are maintained by Desert View MCCF.

- D) **Post Orders.** The contractor provides post orders, on the post, for security staff.
(Authority cited: Statement of Work, Contractor Authority and Responsibilities-Public, page 3; Private, page 3B; DOM, Section 51040.6. Reference: PC, Section 5058, FMH-Public, page 3D; and Private, page 8D.)

FINDING

COMPLIANCE

The Audits Branch examined Desert View MCCF's post orders and interviewed staff.

The review revealed that a copy of the post order is provided at the job site for each (100 percent) of the 57 posts. These post orders have been approved by the Facility administrator and the CDCR Lieutenant. Additionally, post orders for Control and Dorm Officers are physically located on the job site. For security reasons, post orders for various other posts were maintained in secure, centrally located areas (Watch Office, Receiving and Release Sergeant's Office, etc.). The review team notes that one post order is outdated (1222).

1. Each custody staff member assigned to a post for the first time shall be provided with a copy of the appropriate post order upon assuming the post. The staff member has signed the acknowledgment sheet of the post orders on their assigned work site confirming the reading and understanding of duties for the post.
(Authority cited: DOM, Section 51040.6.1. Reference: PC, Section 5058; and FMH-Private, page 8D.)

FINDING

COMPLIANCE

The Audits Branch examined Desert View MCCF's post orders and interviewed staff.

The review revealed there are 80 identified staff who are assigned to 57 Desert View MCCF posts. Of the 127 required signatures, 125 (98 percent) were present acknowledging the understanding of the post orders.

- E) **Background Investigations.** Security personnel will complete a CDCR background investigation at Private Facilities. A CDCR-approved background investigation will be completed for security personnel at Public Facilities. A CDCR background investigation will be conducted for personnel at Private Facilities. Personnel records will document that the staff member "passed" the background process.
(Authority cited: Statement of Work, Contractor Authority and Responsibilities-Public, page 6; Private, pages 1, 2, and 3; and FMH-Private, page 8D.)

FINDING

COMPLIANCE

The Audits Branch examined Desert View MCCF's personnel records and interviewed staff.

The review revealed all security personnel assigned to the Desert View MCCF undergo a CDCR Background Investigation. The review team examined the background clearances of Desert View MCCF staff. The Desert View MCCF was issued the CDCR Background Unit's clearance for each staff member, along with any provisional clearance by the assigned CDCR staff. Provisional clearance is given pending the completion of the formal background investigation by CDCR. The review team notes that each staff member, security or non-security, undergoes this background process.

- F) Personnel Policies.** The contractor shall establish and maintain personnel policies that address but are not limited to:

Fraternization;
Overfamiliarity;
Ex-Felon Employment;
Nepotism; and
Employee Grievance and Appeal Process.

(Authority cited: Statement of Work, Contractor Authority and Responsibilities-Public, pages 3C and 4; and Private, page 8D.)

FINDING

COMPLIANCE

The Audits Branch examined Desert View MCCF's personnel policies and interviewed staff.

The review revealed that the Desert View MCCF maintains a policy on Fraternization (1.C.10), Overfamiliarity (1.C.10), Ex-Felon Employment (1.C.04A), Nepotism (1.C.14), and Employee Grievance and Appeal Process (1.C.15).

III. TRAINING

- A) Training Policy.** The Facility maintains a current approved training policy that delineates training requirements for staff and meets the requirements of the California Board of Corrections (BOC) and/or CDCR.
(Authority cited: Statement of Work, Contractor Authority and Responsibilities; CDCR/BOC Agreement-Public, page 6D; and Private, page 6D.)

FINDING

COMPLIANCE

The Audits Branch examined Desert View MCCF's current training policy and interviewed staff.

The review revealed Desert View MCCF has an established current training policy, Number 1.D.03, which has been approved by the BOC. Facility practice is consistent with policy.

- B) Training Records.** The Facility maintains training records for all custody/security staff.
(Authority cited: Statement of Work, Contractor Authority and Responsibilities; CDCR/BOC Agreement-Public, page 6D; and Private, pages 6D and 7.)

FINDING

COMPLIANCE

The Audits Branch examined Desert View MCCF's training records and interviewed staff.

The review revealed that Desert View MCCF maintains training records for all custody/security staff assigned to the Facility.

- C) Training Reviews.** The Facility is in compliance with the annual training requirements of the BOC.
(Authority cited: Statement of Work, Contractor Authority and Responsibilities; CDCR/BOC Agreement-Public, page 6D; and Private, page 6D.)

FINDING

COMPLIANCE

The Audits Branch examined Desert View MCCF's current training records and interviewed staff.

The Audits Branch randomly selected 10 training records of staff assigned to Desert View MCCF. Of the 10 records reviewed, 9 (90 percent) contained documentation of the employee having

received the basic CDCR Orientation Training and the Basic Correctional Officer Certification course, aka CORE, as required. The 1 remaining record documented the staff member had completed the CORE, but had not completed Blocks C and D of the CDCR Orientation.

IV. CLASSIFICATION

- A) **Operational Plan.** The Facility has established and follows an operational plan in accordance with DOM and the CCF Screening Handbook for the operation of classification services.
(Authority cited: Statement of Work, Contractor Authority and Responsibilities-Public, pages 1, 2B, 3C, and 6E; and Private, page 1C.)

FINDING

COMPLIANCE

The Audits Branch examined Desert View MCCF's operational plan and interviewed staff.

The review revealed that Desert View MCCF maintains a current policy, Number 4.B.02, in accordance with DOM and the Administrative Bulletin (Draft Number 5, 10/27/97-4), MCCF Screening Criteria, for the classification of inmates housed within the Facility. Facility practice is consistent with policy.

- B) **Composition.** Classification committees meet composition and quorum requirements of DOM, with initial Facility Classification Committee composed of:

CCF Manager (Chairperson);
Correctional Captain (Alternate Chairperson);
CC II (Recorder);
Inmate Assignment/Program Coordinator;

Educational or Vocational Program Representative; and
Other members as appropriate.

(Authority cited: CCR, Section 3376; DOM, Section 62010.8.2; Statement of Work, Contractor Authority and Responsibilities-Public, page 6E; Private, page 8; and PC, Section 5058.)

FINDING

COMPLIANCE

The Audits Branch observed Desert View MCCF's initial classification committee and interviewed staff.

The review revealed that the composition of the classification committee met the requirements of this standard and those outlined in the Desert View MCCF policy.

- C) Initial Classification.** Initial classification is held within 14 calendar days of the inmate's arrival to the Facility.
(Authority cited: DOM, Section 62010.8.3; Statement of Work, Contractor Authority and Responsibilities-Public, page 6E; and Private, page 8F.)

FINDING

COMPLIANCE

The Audits Branch examined Desert View MCCF's policy and procedures and inmate field files, observed classification committee, and interviewed staff.

The review revealed that initial classification actions are conducted within 14 calendar days of the inmate's arrival to the Facility.

- D) **Documentation.** Results of committee actions are documented in a CDC 128-G (Classification Chrono). A copy of the CDC 128-G is given to the inmate and a copy is maintained in the inmate's field file.
(Authority cited: DOM, Section 62010.9.1; Statement of Work, Contractor Authority and Responsibilities-Public, page 6E; and Private, page 8F.)

FINDING

COMPLIANCE

The Audits Branch examined Desert View MCCF's policy and procedures and inmate field files, observed classification committee, and interviewed staff and inmates.

The review revealed that a CDC 128-G is generated by the classification committee. A copy of this CDC 128-G is given to the inmate and a copy is routed to the inmate's field file.

V. PROGRAMS

- A) **IWTIP.** The Facility shall establish and maintain IWTIP positions for work assignments either within the Facility or outside the Facility.
(Authority cited: DOM, Section 53130 and 52020.8.2; Statement of Work, Program Operations-Public, page 11C; and Private, page 16C.)

FINDING

PARTIAL COMPLIANCE

The Audits Branch examined Desert View MCCF's unit documentation, policies and procedures, and interviewed staff and inmates.

The review revealed that Desert View MCCF maintains a current policy, Number 5.A.04, regarding IWTIP. The Facility established and maintains IWTIP positions for work assignments within the Facility.

There is a written job description for every position, which defines tasks to be performed. Timecards are being completed appropriately.

However, inmates working outside the security fence area do not have the proper gate passes (blue) which are embossed and signed by the CDCR Facility Captain.

- B) Pre-Release.** The Facility shall provide pre-release program services subject to budgeted resources. Pre-release curriculum meets the minimum content described in CDCR Policy.
(Authority cited: DOM, Section 53090.6; Statement of Work, Program Operations, Public, page 11B; and Private, page 16B.)

FINDING

COMPLIANCE

The Audits Branch examined Desert View MCCF's unit documentation and interviewed staff and inmates.

The review revealed that the Facility has a current policy, Number 4.F.02, regarding the Pre-Release Program. Facility practice is consistent with policy. The Facility provides a pre-release program that meets the curriculum content described in CDCR policy. The Pre-Release is a four-week program. Subjects covered include, but are not limited to, job hunting, social security and other benefits, banking and financial services, vocational placement resources, sources of public assistance, community substance abuse treatment resources, legal and health care issues, self-esteem program, parenting, and anger management.

- C) Educational Programs.** Educational programs shall be managed by staff who meet the credential standards as set forth by the Commission on Teacher Credentialing.
(Authority cited: DOM, Section 53090.1; Statement of Work, Program Operations, Public, page 14E; and Private, page 18E-#1.)

FINDING

COMPLIANCE

The Audits Branch examined Desert View MCCF's policies, procedures, and personnel records and interviewed staff.

The review revealed that the Facility maintains a current policy, Number 5.B.01, regarding educational programs. Facility practice is consistent with policy. Documentation was presented to indicate that all academic courses are conducted by instructors who meet the credentialing standards as set forth by the Commission on Teacher Credentialing.

1. The contractor shall ensure that inmates achieving less than a 6.0 grade level or with limited English proficiency are assigned to adult basic education or English as a Second Language (ESL) program in accordance with available resources.
(Authority cited: DOM, Section 53090; Statement of Work, Program Operations, Public, page 14E; and Private, page 18-#4.)

FINDING

COMPLIANCE

The Audits Branch examined Desert View MCCF's unit documentation and interviewed staff and inmates.

The review revealed that inmates achieving less than a 6.0 grade level or with limited English proficiency are currently assigned to the Adult Basic Education Program or ESL. Each program is designed to prepare the student to take the General Education Development examination.

2. Educational programs shall be conducted Monday through Friday year round, excluding State and national holidays for a minimum of six and a maximum of seven and one half hours per day.
(Authority cited: DOM, Section 53090.3.5; Statement of Work, Program Operations-Public, pages 2 and 14E-#3; and Private, page 18E-#6.)

FINDING

COMPLIANCE

The Audits Branch examined Desert View MCCF's policies and procedures and interviewed staff.

The review revealed that educational programs are conducted Monday through Friday, year round, excluding State and national holidays, for a minimum of six hours of classroom instruction per day for full-time assignments.

- D) **Religious Programs.** The contractor shall establish a written procedure for voluntary participation in religious programs and shall make such information available to all inmates.
(Authority cited: DOM, Section 53050; Statement of Work, Program Operations-Public, page 14F; and Private, page 19F.)

FINDING

COMPLIANCE

The Audits Branch examined Desert View MCCF's religious program procedures and interviewed staff and inmates.

The review revealed that Desert View MCCF maintains a current written procedure, Number 5.B.09, for voluntary participation in religious programs. Facility practice is consistent with policy. Religious services are regularly scheduled on various days throughout the week. Public address announcements are made prior to the activity, as well as bulletin board postings, to inform

inmates of scheduled services. The review team notes Desert View MCCF provides a religious program encompassing a variety of faiths and activities.

- E) Library Services.** The contractor shall provide an inmate library in the Facility with accessibility to the inmates for a minimum of 30 hours a week. When law library facilities are required, the Facility provides transportation to the CDCR hub institution.
(Authority cited: DOM, Section 53060; Statement of Work, Program Operations-Public, page 14G; and Private, page 20G.)

FINDING

COMPLIANCE

The Audits Branch toured the inmate library and interviewed staff and inmates.

The review revealed that Desert View MCCF provides an inmate library with accessibility to the inmates for a minimum of 30 hours per week. When law library facilities are required, CDCR staff are coordinating appointments for inmates to access the law library at the CDCR hub institution (California State Prison, Los Angeles County [LAC]) in a timely manner.

- F) Visiting.** The contractor shall establish written procedures for the administration and operation of a visiting program consistent with CDCR policy.
(Authority cited: CCR, Section 3170; DOM Section 54020; Statement of Work, Program Operations-Public, page 15H; and Private, page 20-#1.)

FINDING

COMPLIANCE

The Audits Branch examined Desert View MCCF's visiting procedures and interviewed staff and inmates.

The review revealed that Desert View MCCF maintains a current written procedure, Number 5.B.06, for the administration and operation of a visiting program consistent with CDCR policy. Facility practice is consistent with policy. Visiting is scheduled Saturdays, Sundays, and holidays from 0800-1500. Attorney/client visits are scheduled, by appointment, on weekdays per policy.

- G) **Canteen.** The contractor shall establish an inmate canteen program and written operating procedures in compliance with CDCR policy.
(Authority cited: CCR, Sections 3090-3095; DOM, Section 54070; Statement of Work, Program Operations-Public, page 16I; and Private, page 21I.)

FINDING

COMPLIANCE

The Audits Branch examined Desert View MCCF's canteen procedures, toured the canteen, and interviewed staff and inmates.

The review revealed that Desert View MCCF maintains a current written procedure, Number 1.B.10, regarding the Inmate Canteen Program. Facility practice is consistent with policy. The Facility has established an inmate canteen program and written operating procedures in compliance with CDCR policy. Inmates may purchase canteen items weekly for a maximum expenditure of \$180.00 per month. Ordering is provided by Keefe Supply System, who packages and sends the items to the inmate via the Facility canteen. Personal hygiene items are still available through the Facility canteen. Upon purchase of canteen items, inmates receive an updated statement of account reflecting current account activity.

- H) **Recreation Programs.** The contractor shall provide a recreational and physical education program that maximizes voluntary participation under safe, secure, and healthful conditions to promote physical fitness and relaxation.
(Authority cited: CCR, Section 3220; DOM, Section 53070; Statement of Work, Program Operations-Public, page 16K; and Private, page 22J.)

FINDING

COMPLIANCE

The Audits Branch toured Desert View MCCF's exercise yards, reviewed policies and procedures, and interviewed staff and inmates.

The review revealed that Desert View MCCF maintains a current policy, Number 5.B.02, regarding the Inmate Recreation Program. Facility practice is consistent with policy. The Facility has an established recreational and physical education program. The Desert View MCCF has adequate indoor recreation items, e.g., television, table games, etc. The outdoor recreation area is equipped with such items as basketball hoops, horseshoe pits, handball courts, volley ball court, chinning bar, etc. The recreation area and equipment is maintained in a safe and usable manner. Recreation periods are announced over a public address system in addition to the hours and rules being posted for the use of recreation area and equipment.

- I) **Medical Services.** The contractor shall develop and implement written procedures for routine sick call and emergency medical and/or dental services.
(Authority cited: DOM, Section 54050; Statement of Work, Program Operations-Public, page 11A; and Private, page 22K.)

FINDING

COMPLIANCE

The Audits Branch examined Desert View MCCF's medical and dental procedures, toured the health services area, and interviewed staff.

The review revealed that Desert View MCCF maintains a current policy, Number 4.E.01, regarding routine sick call and emergency medical and/or dental services. Facility practice is consistent with policy. Inmates submit sick call slips for routine medical services

and requests are handled expeditiously. Medical emergencies are handled through the hub institution (LAC) or Victor Valley Community Hospital, as deemed necessary. Routine dental appointments are scheduled with the hub institution and dental emergencies are treated in the same manner as a medical emergency.

1. The contractor shall maintain current and confidential health records in a secure location.
(Authority cited: DOM, Section 54046; Statement of Work, Program Operations-Public, page 11A; and Private, page 22K.)

FINDING

COMPLIANCE

The Audits Branch examined Desert View MCCF's medical records, toured the health services area, and interviewed staff.

The review revealed that Desert View MCCF maintains inmate health records within a locked file cabinet in a locked office. The Registered Nurse (RN) retains the keys to both the office and the file cabinet. At the end of the RN's shift, the keys are returned to Control for after hours access, if necessary.

VI. DISCIPLINE

- A) **Policy.** The contractor shall develop an inmate disciplinary plan, which meets the requirements of CDCR's policy, due process, and specific time limits.
(Authority cited: DOM, Section 52080; CCR, Sections 3310-3326; Statement of Work, Contractor Authority and Responsibilities-Public, page 7G; and Private, page 8G.)

FINDING

COMPLIANCE

The Audits Branch examined Desert View MCCF's inmate disciplinary plan and inmate field files and interviewed staff.

The review revealed that the Desert View MCCF maintains a current written policy, Number 3.D.01, regarding the Inmate Disciplinary Plan. Facility practice is consistent with policy. The Facility has an established inmate disciplinary plan which meets the requirements of CDCR policy, due process, and specific time limitations.

- B) Disciplinary Actions.** The contractor staff shall initiate and participate in informal and formal disciplinary actions within the context of progressive disciplinary practices.
(Authority cited: CCR, Section 3312; DOM, Section 52080; Statement of Work, Contractor Authority and Responsibilities-Public, page 7G; and Private, page 8G.)

FINDING

COMPLIANCE

The Audits Branch examined Desert View MCCF's disciplinary log, inmate field files, policy and procedures, and interviewed staff.

The review revealed that Desert View MCCF employs a progressive inmate disciplinary process, which includes verbal counseling, Custodial Counseling Chrono, CDCR 128-A, and a formal Report of Rules Violation (CDCR 115).

- C) Documentation.** The contractor shall have the responsibility of documenting negative behavior and writing initial charges in accordance with CDCR's policy and regulations.
(Authority cited: CCR, Section 3312; DOM, Section 52080; Statement of Work, Contractor Authority and Responsibilities-Public, page 7G; and Private, page 8G.)

FINDING

COMPLIANCE

The Audits Branch examined Desert View MCCF's policy and procedures and inmate field files and interviewed staff.

The review revealed that Desert View MCCF utilizes departmentally approved processes for documenting inmate negative behavior. This is accomplished through the utilization of Custodial Counseling Chronos and formal disciplinary reports.

- D) **Classification of Rule Violations.** The CDCR staff shall determine the disciplinary action as administrative or serious in CDCR 115s initiated within the CCF.
(Authority cited: CCR, Section 3313; DOM, Section 52080; Statement of Work, Contractor Authority and Responsibilities-Public, page, 7G; and Private, page 8G.)

FINDING

COMPLIANCE

The Audits Branch examined Desert View MCCF's policy and procedures and inmate field files and interviewed staff.

The review revealed that the CDCR staff (CC II) has the responsibility for classifying all inmate disciplinary reports.

- E) **Authority.** The CDCR staff has the final authority in all formal disciplinary actions initiated within the CCF.
(Authority cited: Statement of Work, Contractor Authority and Responsibilities-Public, page 7G; and Private, page 8G.)

FINDING

COMPLIANCE

The Audits Branch examined Desert View MCCF's policy and procedures and inmate field files and interviewed staff.

The review revealed that CDCR staff conduct disciplinary hearings for all serious and administrative violations (CDC 115). Adjudicated CDC 115s are forwarded to the Chief Disciplinary Hearing Officer (CCF Administrator) for review and final signature.

- F) Record of Disciplinary Matters.** The Facility maintains copies of all CDC 115s in a Register of Violations and, when appropriate, in the inmate's facility case file.
(Authority cited: CCR, Section 3326; Statement of Work, Contractor Authority and Responsibilities-Public, pages 7G and 7H; and Private, page 8G.)

FINDING

COMPLIANCE

The Audits Branch examined Desert View MCCF's policy and procedures and interviewed staff.

The review revealed that Desert View MCCF maintains copies of adjudicated CDC 115s and a Disciplinary Log Book. Log numbers are obtained from CCFA when a serious disciplinary report is generated. The Correctional Sergeant records the approved log number in the disciplinary log book.

VII. RECORDS

- A) Inmate Files.** There shall be a case file maintained on each inmate assigned to the CCF.
(Authority cited: Statement of Work, Contractor Authority and Responsibilities-Public, page 7H; and Private, page 9I-#1.)

FINDING

COMPLIANCE

The Audits Branch examined Desert View MCCF's inmate field files and interviewed CDCR staff.

The review revealed that the CC Is and the CC II maintain, by caseload, a file on each inmate assigned to the Desert View MCCF.

- B) File Security.** All local case files shall be secured in a locked file cabinet marked "Authorized Personnel." Only authorized CDCR and contractor staff shall access to these files.
(Authority cited: Statement of Work, Contractor Authority and Responsibilities-Public, page 7H; and Private, page 9I-#1.)

FINDING

COMPLIANCE

The Audits Branch examined Desert View MCCF's inmate field files and interviewed CDCR staff.

The review revealed that each inmate field file is maintained, by caseload, within a locked file cabinet in a locked office. The CCs maintain access to these files and permit access only to CDCR staff. Information required by Desert View MCCF staff is accessed with the CCs.

- C) Release of Information.** The contractor shall have a written policy and procedures regarding confidentiality of individual case records, which addresses, at minimum, client access, staff access, and release of information. The policy will assure compliance with CDCR policy and the Information Practices Act.
(Authority cited: DOM, Section 13010.11; CCR, Section 3450; Statement of Work, Contractor Authority and Responsibilities-Public, page 2B; and Private, page 10-#4.)

FINDING

COMPLIANCE

The Audits Branch examined Desert View MCCF's policies and procedures and interviewed CDCR staff.

The review revealed that Desert View MCCF's policy 1.E.02, Release of Information, addresses the accessibility of inmate field files and the release of information therein. Facility practice is consistent with policy.

- D) Daily Movement Sheet.** The contractor shall submit a Daily Movement Sheet (DMS) to the CCFA Administrator to include information on CDCR inmates received or discharged.
(Authority cited: DOM, Section 52020; Statement of Work, Contractor Authority and Responsibilities-Public, page 11A; and Private, page 9-#2.)

FINDING

COMPLIANCE

The Audits Branch examined Desert View MCCF's DMS and interviewed staff.

The review revealed that Desert View MCCF staff prepare the DMS daily during Third Watch. A copy of the DMS is transmitted, by

facsimile, each morning to the CCFA by the Third Watch Lieutenant. Records of the transmissions are maintained in administration.

VIII. APPEALS

- A) Forms.** The contractor shall ensure Inmate/Parolee Appeal Forms (CDC 602) are readily available to all inmates.
(Authority cited: CCR, Section 3084; Statement of Work, Contractor Authority and Responsibilities-Public, page 6F; and Private, page 9H-#1.)

FINDING

COMPLIANCE

The Audits Branch examined Desert View MCCF's appeal procedures and interviewed staff and inmates.

The review revealed that Desert View MCCF maintains a current written procedure, Number 3.E.05, regarding inmate appeals. Facility practice is consistent with policy. The Facility has CDC 602s available to all inmates. These forms are available in each dorm and through contact with staff.

- B) Informal Level.** The contractor staff shall respond to appeals at the informal level.
(Authority cited: CCR, Section 3084; Statement of Work, Contractor Authority and Responsibilities-Public, page 6F; and Private, page 9H-#1.)

FINDING

COMPLIANCE

The Audits Branch examined Desert View MCCF's appeal procedures and documentation and interviewed CDCR staff and inmates.

Documentation and interviews with staff and inmates revealed that Facility staff respond at the informal level, thereby allowing staff and inmates to resolve issues at the lowest possible level.

- C) **First Level.** The CDCR staff shall review or assign to appropriate contractor staff, inmate appeals at the first formal level.
(Authority cited: CCR, Section 3084; Statement of Work, Contractor Authority and Responsibilities-Public, page 6F; and Private, page 9H-#1.)

FINDING

COMPLIANCE

The Audits Branch examined Desert View MCCF's appeal procedures and interviewed staff.

The review revealed that CDCR staff review inmate appeals at the first formal level, responding in a timely manner.

- D) **Second Level.** The second level appeal shall be transmitted to CCFA for review by the CCFA Administrator or designee.
(Authority cited: CCR, Section 3084; Statement of Work, Contractor Authority and Responsibilities-Public, page 6F; and Private, page 9H-#1.)

FINDING

COMPLIANCE

The Audits Branch examined Desert View MCCF's appeal procedures and interviewed staff.

The review revealed there is a tracking system in place to document that the second-level appeal is transmitted to CCFA for review.

- E) **Record of Appeals.** The contractor shall ensure that all appeals are filed in accordance with CCR, Sections 3084 through 3084.7.
(Authority cited: CCR, Section 3084; Statement of Work, Contractor Authority and Responsibilities-Public, page 6F; and Private, page 9H-#2.)

FINDING

COMPLIANCE

The Audits Branch examined Desert View MCCF's record of appeals and interviewed staff.

The review revealed that Desert View MCCF ensures that all appeals are filed in accordance with the CCR. The Appeals Coordinator, CC II, collects the CDC 602s, Monday through Friday, records them in the appeals log, and tracks the appeals through conclusion. Informal appeals are also included in this logging system.

- F) **CCR Title 15.** The CDCR shall ensure copies of CCR, Title 15, Division 3, in English and Spanish, are available to the contractor for distribution to all inmates.
(Authority cited: Statement of Work, Contractor Authority and Responsibilities-Public, page 11A; and Private, page 9H-#2.)

FINDING

COMPLIANCE

The Audits Branch toured the Facility and interviewed staff and inmates.

The review revealed that CDCR provides Desert View MCCF with current copies of CCR, Title 15, Division 3, in English and Spanish, for distribution to or access by all inmates.

- G) Training.** The contractor and CDCR shall provide ongoing appeals training to staff to ensure adherence and compliance with CCR, Sections 3084 through 3084.7.
(Authority cited: Statement of Work, Contractor Authority and Responsibilities-Public, page 3C; and Private, page 9H-#2.)

FINDING

COMPLIANCE

The Audits Branch examined Desert View MCCF's training records and interviewed staff.

The review revealed that the contractor and CDCR staff provide appeals training to Desert View MCCF staff to ensure adherence and compliance with policy and procedure.

■ [REDACTED]

■ [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED] [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED]

[REDACTED]
[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

■ [REDACTED] [REDACTED]
[REDACTED]
[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED]

[REDACTED]
[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED] [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

■ [REDACTED] [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

■

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

■ [REDACTED] [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED]

[REDACTED] [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] [REDACTED]
[REDACTED] [REDACTED]
[REDACTED]
[REDACTED]

■ [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED]

[REDACTED] [REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

■ [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

■ [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED]

[REDACTED]
[REDACTED] [REDACTED]
[REDACTED] [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED] [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

X. SAFETY

- A) **Fire Safety.** The contractor shall have a written policy and procedures, which specify the Facility's fire prevention regulations and practices to ensure the safety of staff, inmates, and visitors.
(Authority cited: DOM, Section 52090; Statement of Work, Contractor Authority and Responsibilities-Public, page 9J; and Private, page 12-#6.)

FINDING

COMPLIANCE

The Audits Branch examined Desert View MCCF's safety procedures and interviewed staff.

The review revealed that Desert View MCCF has a current written procedure, Number 3.C.01, which specifies the Facility's fire prevention regulations and practices to ensure the safety of staff, inmates, and visitors. Facility practice is consistent with policy.

1. The contractor shall conduct quarterly fire emergency drills under varied conditions and during hours when a majority of inmates are in the Facility.
(Authority cited: DOM, Section 52090; Statement of Work, Contractor Authority and Responsibilities-Public, pages 11A and 9J; and Private, page 12-#5.)

FINDING

COMPLIANCE

The Audits Branch examined Desert View MCCF's safety procedures and interviewed staff.

The review revealed that Desert View MCCF conducts quarterly fire emergency drills under varied conditions. Fire emergency drills have run smoothly and no problems have been noted to date.

2. The contractor shall have an annual inspection and clearance by local and State fire officials.
(Authority cited: DOM, Section 52090; Statement of Work, Contractor Authority and Responsibilities-Public, page 9J; and Private, page 12.)

FINDING

COMPLIANCE

The Audits Branch examined Desert View MCCF's safety procedures and interviewed staff.

The review revealed that Desert View MCCF had a Fire Safety Inspection conducted on October 31, 2007. This inspection report is on file at the Facility.

- B) Hazardous Material.** The contractor shall have written procedures in accordance with DOM, Section 52030, for the storage, accountability, handling, and dispensing of all volatile, toxic, or hazardous materials and substances.
(Authority cited: Statement of Work, Contractor Authority and Responsibilities-Public, page 11A; and Private, page 12-#8, #9, and #10.)

FINDING

COMPLIANCE

The Audits Branch examined Desert View MCCF's safety procedures and interviewed staff.

The review revealed that Desert View MCCF maintains current written procedures, Numbers 3.C.03 and 3.C.05, for the storage, accountability, handling, and dispensing of all volatile, toxic, or hazardous materials and substances in accordance with DOM. Facility practice is consistent with policy. All hazardous materials are stored in a locked cabinet, with accountability logs.

XI. GENERAL

- A) New Arrivals.** The contractor has established and maintains a written procedure for the issuance of clean usable clothing, bedding, linen, and towels for new arrivals with provisions for subsequent exchange or laundering on a weekly basis.
(Authority cited: CCR, Sections 3030 and 3031; DOM, Section 54090; Statement of Work, Contractor Authority and Responsibilities-Public, page 11A; and Private, page 10J.)

FINDING

COMPLIANCE

The Audits Branch examined Desert View MCCF's policy and procedures and interviewed staff.

The review revealed that Desert View MCCF has established and maintains a current written procedure, Number 4.D.04, which delineates the issuance of clothing, bedding, and linen for newly arriving inmates. Desert View MCCF's policy also directs for laundry exchange at least once a week. Facility practice is consistent with policy.

- B) Hygiene.** The contractor provides adequate, clean, and working shower, sink, and toilet facilities.
(Authority cited: CCR, Sections 3060-3062: Statement of Work, Contractor Authority and Responsibilities-Public, page 1A; and Private, page 10J.)

FINDING

COMPLIANCE

The Audits Branch toured the Desert View MCCF and interviewed staff.

The review revealed that Desert View MCCF provides an adequate, clean, and working shower, sink, and toilet facilities within each dorm in the Facility.

- C) Inmate Telephones.** The contractor has established and maintains written policy and procedure for the governing of telephones for use by inmates in the Facility. Inmates should be permitted reasonable access to telephones for personal and program-related purposes.
(Authority cited: Statement of Work, Contractor Authority and Responsibilities-Public, page 8I; and Private, page 11-#8.)

FINDING

COMPLIANCE

The Audits Branch examined Desert View MCCF's telephone procedures and interviewed staff and inmates.

The review revealed that Desert View MCCF maintains a current written procedure, Number 5.B.05, governing the use of telephones for inmates. Facility practice is consistent with policy. Inmates are provided reasonable access to telephones.

- D) **Inmate Mail.** The contractor has established and maintains written policy and procedures governing inmate mail, correspondence, legal items, and packages.
(Authority cited: DOM, Section 54010; CCR, Section 3130; Statement of Work, Contractor Authority and Responsibilities-Public, pages 1A and 16J; and Private, page 15-#6.)

FINDING

COMPLIANCE

The Audits Branch examined Desert View MCCF's mail procedures and interviewed staff and inmates.

The review revealed that Desert View MCCF maintains a current written procedure, Number 5.B.04, governing inmate mail, correspondence, legal items, and packages. Facility practice is consistent with policy.

- E) **Inmate Access to Computers.** The contractor has established and maintains written policy and procedure governing inmate access to computers in accordance with CDCR policy.
(Authority cited: DOM, Section 49020.6.)

FINDING

COMPLIANCE

The Audits Branch examined Desert View MCCF's policies and procedures and interviewed staff.

The review revealed that inmates are assigned to and operate computers within the Facility. In addition, the Facility currently conducts a computer lab class as a part of the education program. The Desert View MCCF maintains a current written procedure, Number 1.F.01, Information Systems, outlining authorized computer access for inmates. It was noted that modems are utilized only in computers outside the security area with no inmate access.

- F) **Security Areas.** The contractor maintains, on-site, a depiction of the Facility with the floor plan identifying the secure and non-secure areas, denoting the location of security post positions.
(Authority cited: Statement of Work, Contractor Authority and Responsibilities-Public, page 1A; and Private, page 11-#9.)

FINDING

COMPLIANCE

The Audits Branch toured the Facility and interviewed staff.

The review revealed that Desert View MCCF maintains a floor plan depiction of the Facility that is kept in and is a part of the Restricted Policy and Procedure Manual Volume.

- G) **Housekeeping and Maintenance.** The contractor has a housekeeping and maintenance plan and maintains weekly inspection reports to ensure the Facility is clean and in good repair.
(Authority cited: Statement of Work, Contractor Authority and Responsibilities-Public, page 8I; and Private, page 11-#7.)

FINDING

COMPLIANCE

The Audits Branch examined Desert View MCCF's housekeeping and maintenance plan and interviewed staff.

The review revealed that Desert View MCCF maintains a current written procedure, Number 4.D.03, Housekeeping, for the preventative maintenance and inspection of the Facility and equipment. Facility practice is consistent with policy. The Facility maintains weekly inspection reports and a record of repairs performed. A tour of the Facility found it to be extremely clean and well maintained.

XII. FOOD SERVICES

- A) **Meals.** The contractor shall provide food services at the Facility that meet the nutritional standards consistent with DOM, Section 54080. Food service staff shall develop and follow menus approved by the CDCR Food Administrator or a State licensed dietitian.
(Authority cited: CCR, Section 3050; Statement of Work, Contractor Authority and Responsibilities-Public, page 9K; and Private, page 12M.)

FINDING

COMPLIANCE

The Audits Branch toured Desert View MCCF's Main Kitchen, examined menus, and interviewed staff and inmates.

The review revealed that Desert View MCCF has developed and follows menus approved by a State licensed dietitian. These menus are posted in administration and each dormitory. The Desert View MCCF provides three hot meals per day to all inmates, with the exception of the work crews who receive a sack lunch.

- B) Special Diets.** The contractor shall provide for the special dietary needs of inmates. Any special menu/diet required to meet medical needs shall be approved by CDCR's medical personnel and provided by the contractor.
(Authority cited: CCR, Section 3054; DOM, Section 54080; Statement of Work, Contractor Authority and Responsibilities-Public, pages 1A and 9K; and Private, page 12M.)

FINDING

COMPLIANCE

The Audits Branch examined Desert View MCCF's special diet menus, toured the Main Kitchen, and interviewed staff and inmates.

The review revealed that Desert View MCCF can accommodate inmates with special dietary needs. These special diet menus have been approved by CDCR medical personnel.

- C) Meal Samples.** The contractor shall retain refrigerated, covered, tagged, and dated samples of meals served for a minimum of 72 hours to determine what food items may be responsible in the event of alleged food poisoning or infection.
(Authority cited: DOM, Section 54080.8; Statement of Work, Contractor Authority and Responsibilities-Public, pages 11A and 9K; and Private, page 12M.)

FINDING

COMPLIANCE

The Audits Branch toured Desert View MCCF's Main Kitchen and interviewed staff.

The review revealed that Desert View MCCF retains a refrigerated, covered, tagged, and dated sample of meals served for a minimum of 72 hours. The review team also noted that Desert View MCCF keeps samples of sack lunches.

- D) Inmate Workers.** The contractor shall ensure that each inmate culinary worker is medically cleared for food handling before assignment to food services. Medical clearance forms will be on file in the food service area.
(Authority cited: CCR, Section 3052; DOM, Section 54080; Statement of Work, Contractor Authority and Responsibilities-Public, pages 11A and 9K; and Private, page 12M.)

FINDING

COMPLIANCE

The Audits Branch examined Desert View MCCF's inmate medical clearance forms and interviewed staff.

The review revealed that Desert View MCCF ensures each culinary worker is medically cleared before assignment to food services via the classification process. The food handling clearance documentation is maintained in the inmate's health record by the RN and in the inmate's culinary work file. If a change to the medical clearance status occurs, the RN notifies the kitchen staff and the inmate worker is removed from food handling assignments via procedures. Documentation is also maintained in the food services area relative to an inmate worker's medical clearance.

- E) Health Codes.** The contractor shall maintain a copy of the annual inspection regarding sanitation, safety and food handling practices, conducted by the Department of Health Services.
(Authority cited: CCR, Section 3052; DOM, Section 54080; Statement of Work, Contractor Authority and Responsibilities-Public, pages 11A and 9K; and Private, page 13-#5.)

FINDING

COMPLIANCE

The Audits Branch examined Desert View MCCF's sanitation inspection and interviewed staff.

The review revealed that the Health and Human Services Agency conducted an annual review on October 31, 2007. A copy of this report is on file at Desert View MCCF.

- F) **Dry Storage.** Foods must be stored properly. Dry food and canned goods shall be properly stored in an appropriate storage area.
(Authority cited: CCR, Section 3052; DOM, Section 54080; Statement of Work, Contractor Authority and Responsibilities-Public, pages 11A and 9K; and Private, page 12M.)

FINDING

COMPLIANCE

The Audits Branch toured Desert View MCCF's Main Kitchen and storage area and interviewed staff.

The review revealed that food items are properly stored. In addition, adequate controls are in effect for "hot" items, such as sugar. Yeast is not purchased as an additive at Desert View MCCF. Yeast is bought already mixed in flour.

- G) **Refrigeration.** Refrigeration and freezer equipment is monitored for proper temperatures and food items are properly stored to facilitate proper air circulation.
(Authority cited: CCR, Section 3052; DOM, Section 54080; Statement of Work, Contractor Authority and Responsibilities-Public, pages 11A and 9K; and Private, page 12M.)

FINDING

COMPLIANCE

The Audits Branch toured Desert View MCCF's Main Kitchen and interviewed staff.

The review revealed there is a logging system in place to monitor refrigeration and freezer equipment. Food items are appropriately stored to facilitate proper air circulation.

- H) **Vector Control.** Control of vermin and pests is managed by contract with a licensed professional pest control company.
(Authority cited: CCR, Section 3052; DOM, Section 54080; Statement of Work, Contractor Authority and Responsibilities-Public, pages 11A and 9K; and Private, page 12M.)

FINDING

COMPLIANCE

The Audits Branch examined Desert View MCCF's vector control contract and interviewed staff.

The review revealed that Desert View MCCF contracts with a licensed professional pest control agency (Dewey) to perform vector control services monthly. If immediate services are required, the licensed contractor responds in a timely manner.

XIII. DEPARTMENTAL – FACILITY INTERCOMMUNICATION

- A) **Hub Institutions.** Identify the hub institutions that service this facility for disciplinary, medical, law library, and emergency services.
(Authority cited: Statement of Work, Contractor Authority and Responsibilities-Public, page 11A; and Private, page 22K.)

FINDING

COMPLIANCE

The Audits Branch examined Desert View MCCF's medical, dental, disciplinary, and emergency procedures and interviewed staff.

The review revealed that LAC acts as the hub institution for Desert View MCCF. Staff members interviewed indicated that intercommunication between LAC and Desert View MCCF resulted in the transportation of inmates to the hub institution in a timely and efficient manner.

- B) Mutual Aid.** The contractor has established Mutual Aid agreements with local and State law enforcement agencies.
(Authority cited: Statement of Work, Contractor Authority and Responsibilities-Public, page 1A; and Private, page 11L-#2.)

FINDING

COMPLIANCE

The Audits Branch examined Desert View MCCF's security procedures and interviewed staff.

The review team examined the mutual aid agreement in place for the Desert View MCCF. A site-specific procedure, which outlines mutual aid as it relates to the Desert View MCCF, the CDCR hub institution (LAC), the San Bernardino County Sheriff's Department, and the Adelanto CCF Complex has been developed. The agreement was last updated on July 11, 2007. An informal extension to the existing mutual aid agreement is in affect.

GENERAL OBSERVATIONS

None noted.

Review of Community Correctional Facilities

Desert View Modified Community Correctional Facility

GLOSSARY

BOC	California Board of Corrections
CC	Correctional Counselor
CN	Chloroacetophenone
CCFA	Community Correctional Facility Administration
CCR	California Code of Regulations
CDCR	California Department of Corrections and Rehabilitation
CDC 115	Report of Rules Violation
CDC 128-A	Custodial Counseling Chrono
CDC 128-G	Classification Chrono
CDC 602	Inmate/Parolee Appeal Form
CDC 1697	Inmate Work Training Incentive Program Timecards
CCF	Community Correctional Facility
DMS	Daily Movement Sheet
DOM	Department Operations Manual
ESL	English as a Second Language
FMH	Financial Management Handbook
IWTIP	Inmate Work Training Incentive Program
LAC	California State Prison, Los Angeles County
MCCF	Modified Community Correctional Facility
PC	California Penal Code
OAC	Office of Audits and Compliance
RN	Registered Nurse